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NH Ryan White CARE Program
Interim Programmatic Guidance during COVID-19
April 1, 2020

The information below is an overview of the interim guidance for the NH Ryan White CARE Program. All guidance is reviewed every two weeks for further assessment and revision. Guidance will continue to be updated and emailed to NH CARE Program contracted providers.

For New Hampshire COVID-19 updates, please visit the NH Department of Health and Human Services website: <https://www.nh.gov/covid19/>. The New Hampshire Department of Business and Economic Affairs has also released a website with additional COVID-19 Business Resources: <http://nheconomy.com/covid19>. Under Employee/Public Health, you will find links to the COVID-19 page for both the Centers for Disease Control and Prevention and the NH Department of Health and Human Services.

AIDS Drug Assistance Program (ADAP)

Early Refills

The CDC and American Red Cross recommend that households maintain at least a 30-day supply of any prescription drugs used by household members to prepare for unexpected events. Additionally, for maintenance medications, insurance companies should permit members to obtain a 90-day supply.

When NH CARE Program is the primary payer (i.e. "Full Pay"), clients do not have another form of insurance to pay for medications. To ensure medications are readily available and enable treatment continuity, the NH CARE Program (ADAP) will allow a one-time early refill for all non-controlled substances and controlled substances V for up to 30 days and maintenance medications for up to 90 days (<https://www.dhhs.nh.gov/ombp/pharmacy/documents/medicaidmaintenance.pdf>). To get an early refill the pharmacy needs to call the Magellan Call Center at 800-424-7901 and request "early refill related to COVID-19".

When NH CARE Program is the secondary payer (i.e. copays and deductibles), clients have another form of insurance to assist with payment for medications. The NH Department of Insurance has asked health insurance companies to allow all of their members to obtain a one-time refill of their covered prescription medications prior to the expiration of the waiting period between refills. NH CARE Program (ADAP) will pay for copays or deductibles associated with these refills.

Prior Authorizations

All prior authorizations submitted on behalf of clients for whom ADAP pays full price and have an expiration date from 3/1/2020 – 4/30/2020, will automatically be extended for 90 days.

Enrollment Eligibility

Enrollment Extensions – March & April

The NH CARE Program will automatically extend the certifications of all active clients, whose certifications are due to expire in March and April. Therefore, 30 days will be added to the **current enrollment end date**. For any questions regarding a client's current enrollment dates, please call 603.271.4502.

Enrollment Extensions – May

The NH CARE Program will grant 30-day extensions for active clients, whose certifications expire in May. As a result, 30 days will be added to the **current enrollment end date**. *Extensions will ONLY be administered at the request of the case manager.* Please email Amanda Ladd (amanda.ladd@dhhs.nh.gov) no later than **three business days** prior to the current enrollment end date with each request.

New Enrollments

As you are aware, many people living throughout the State are experiencing a change in financial circumstances. Please ask about any change in income for people living with HIV to assess for eligibility for the NH CARE Program. To be eligible for assistance through the NH CARE Program:

- a person must be a NH resident;
- a person must be living with HIV or a child exposed to HIV through its mother during pregnancy; and
- person's gross annual household income cannot exceed 500% of the Federal Poverty Level (FPL).

Please contact a local AIDS Service Organization for assistance (contact information below).

AIDS Response Seacoast 603-433-5377 Portsmouth, NH Southern NH Task Force Keene, NH – 603.354.3241 Nashua, NH – 603.595.8464 Merrimack Valley Assistance Program Manchester, NH – 603.623.0710 Concord, NH – 603.226.0607 Laconia, NH – 603.724.4936 HIV/HCV Resource Center 603.448.8887 Claremont, NH	Household size	NH CARE Eligibility
		<u>500% FPL</u>
	1	\$ 63,800
	2	\$ 86,200
	3	\$ 108,600
	4	\$ 131,000
	5	\$ 153,400
	6	\$ 175,800
	7	\$ 198,200
	8	\$ 220,600

Change in Insurance

Notify the NH CARE Program (603.271.4502) and the client's case manager immediately for any changes to insurance status. The NH CARE Program will make the appropriate adjustments to ensure the client's medications and other services are paid. The case manager will work with the client to evaluate any options the client may have for new and/or additional coverage.

Telehealth

Telehealth options, including phone calls are encouraged whenever feasible for all routine visits and evaluations for patients who are ill. Telehealth promotes continued access and continuity of care while ensuring safety during social distancing. The NH CARE Program will cover telehealth visits just like any other face-to-face encounter, provided there is a billing code consistent with the Medicaid reimbursement schedule. For more information about how to bill for telehealth services using Medicaid reimbursement,

please visit the NH DHHS Healthcare Provider website: <https://www.nh.gov/covid19/resources-guidance/healthcare-providers.htm>.

Annual Monitoring Site Visits

In alignment with the Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB), the NH CARE Program will postpone all site visits planning through at least June 30, 2020. NH CARE core medical services, Tuberculosis Financial Assistance (TBFA), and Early Intervention Services (EIS) site visits will be rescheduled as soon as is practical.

Hours of Operation

NH CARE Program

The NH CARE Program remains open Monday – Friday from 8:00am – 4:30pm. The majority of staff are now working off-site, but can be reached by calling the main number, 603.271.4502.

Contracted Providers

In alignment with NH's [emergency orders](#) and the closure of non-essential businesses, we recognize our contracted providers are doing all possible to maintain essential services in accordance with the guidelines from CDC, WHO, Government, and professional organizations. At this time, we have received no notification that any of our providers are closed. However, services and hours of operation may differ. Please contact providers directly for more information or contact the NH CARE Program for assistance at 603.271.4224.